CATHOLIC RELIEF SERVICES

PEER

PREPARING TO EXCEL IN EMERGENCY RESPONSE

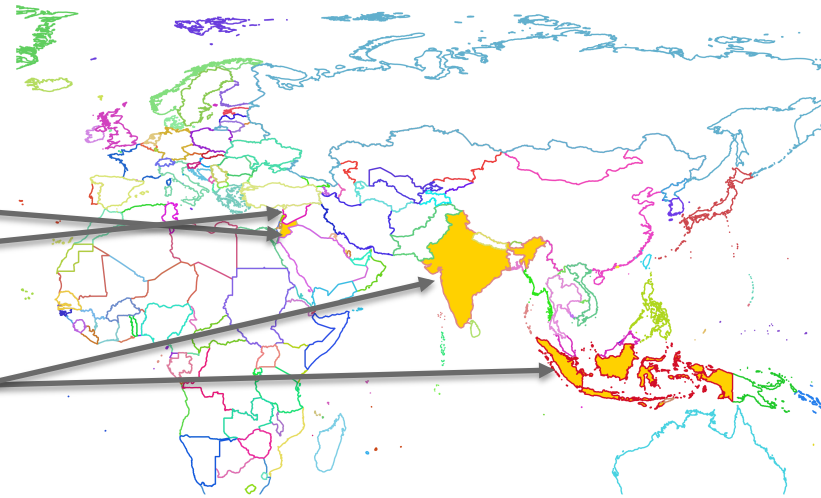faith. action. results.

COVERAGE

- Countries covered
  - Jordan
  - Lebanon
  - Indonesia
  - India

- Total partners – 41 (32 church partners and 9 Muslim organizations)

- Project duration: 3 years (December 2015 to November 2018)

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STRATEGY

- **Training**
- **Coaching**
- **Accompaniment**
- **Policy development / strengthening**
- **Exchange between partners**
- **Exposure**

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Major Accomplishments

- Implementation of Modified Organization Capacity Assessment (MOCA) tool with all the partners

- Trainings conducted :

  - Organizational development

  - Emergency Programming

  - Technical capacity building on emergency response

  - Microsoft Office

- Accompaniment visits to partners for organizational development

- Improved finance and admin management of Local Faith based Institutions (LFI)

- Priority equipment purchased in Jordan and handed over to LFI

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Major Accomplishments

- Building new partnerships and new relations with new LFIs

- LFI using standard module and improved quality of replication training

- Networking events in Jordan and Lebanon

- Emergency Simulation events – India

- Trained staffs of the partner – supporting other partners and CRS offices

- Trained LFIs supporting local government in emergency response and rescue in Indonesia

- Support to overall LFI systems (Finance, Operations, HR and programming) strengthening

- PEER partners have shown changed behavior during emergency response

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Major Accomplishments

- PEER project also benefitted to the Humanitarian Forum of Indonesia (a 15-faith based organization member) as indirect beneficiary. 10 of them are the major implementing of emergency response in Indonesia.

- PEER project also initiated to introduce and gave support of ICT4E (information, Communication and Technology for Emergency) by supporting partner in developing tools for assessment using smart phone.

- LFI's service mapping in Jordan.

- Emergency preparedness plan training in Lebanon.

- Setting HR and volunteers management systems at the LFI's level.

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Challenges (for CRS)

- The sensitivity to bring together organizations from diverse religious affiliation during the common trainings and workshops.

- The necessity to adapt materials and tools and develop new ones accordingly to LFIs' characteristics and needs.

- The geographical distribution of the LFI.

- The language barrier: the great majority of the LFI don't master the English language.

- Tailoring training materials and reflecting the needs of each LFI within the proposed materials and the development of new ones accordingly .

- Due to non existence of continued emergency projects getting staff for capacity building

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Challenges (for Partners)

- Time management for replication activity at partners level.

- Moving from volunteer based to professional organization

- Many of the partners don't have emergency projects currently, so implementing learning from the emergency capacity building trainings is challenging.

- Staff turn-over in LFIs

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Lessons Learnt

- Building a healthy and strong partnership with partners to undertake the capacity building initiatives in a systematic manner

- Trainings followed by accompaniment visits are efficient for strengthening partners' capacity

- In case of working with diverse LFI, special care should be taken to identify common needs around which all can be brought together.

- During this organizational development project, it is important to develop an action plan with the organizations so that the capacity building efforts are not limited only to few individuals.

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Lessons Learnt

- It is critical to the quality and practicality of trainings and emergency simulations to conduct a Learning Needs Assessment prior to each event.

- Relationship building is a key component of partnership and helps ensure partners are more open to discussing their organizational weaknesses, needs and conflicts during training and coaching sessions

- Capacity strengthening includes a multi-dimensional coaching/ mentoring process where training topics cannot be addressed only during one coaching/mentoring session but through a series of meetings and follow-ups by PEER team members.

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